

Workplace Principles Lesson Plan

Time Required: 2-3 hours

Workshop Objectives:

After this workshop participants will be able to:

1. Describe the five workplace principles.
2. Define why these principles are essential tools for workplace success.
3. Analyze the relationship between these principles and managerial expectations.
4. Use appropriate methods to personally achieve each principle.

Resources Needed:

Materials:

Case Study Number One - John's flight
Attitude Adjustment Scale
How to Adjust Your Attitude
How Do You Develop A Positive Attitude
Other Ways to Develop a Positive Attitude
Be a Team Player
Case Study Number Two - Absenteeism
Improving Your Work Habits
What Does Your Image Say About You?
Getting Ready Checklist

Equipment:

Flip Chart
Markers
Name Tents

I. Welcome and Introductions

- A. Presenter(s)
Introduce yourself, giving details about your current position and any past experience that relates to this workshop. Welcome participants to the workshop.
- B. Participants
Ask participants to introduce themselves, stating their name, what they like to do and their expectations for the workshop. Record expectations on flip chart.

II. Workshop Objectives

- A. Display objectives on flip chart or overhead
- B. Review workshop objectives and address how they relate to the expectations expressed by the participants.

III. Overview of the Workplace Principles

- A. Tell participants that they are to discuss the question: What concerns do they have about returning to work, or have about reporting to their first job (whichever situation applies).
- B. Divide participants, equally, into small groups. Provide them with flip chart paper and markers. Explain that each group should record its answers on the flip chart and share the group's comments.
- C. Discuss
 - 1. Point out that it is not uncommon for new employees to have these concerns and what is important is to know what they can do to ensure their success on the job.
 - 2. Share some issues that their supervisors and/or co-workers may have about them.
 - How long will it take for them to carry a full share of the work load?
 - Are their skills up to par?
 - Will they pitch in and help others?
 - Will they be on the job every day?
 - 3. Explain how the five principles can serve as a foundation for developing a good track record on the job. Then discuss each principle separately.

IV. Positive Attitude

Discuss the importance of understanding their own attitude by asking the following questions below. (Use the tips below each question to help stimulate dialog between yourself and participants.)

A. What Is a Positive Attitude?

1. It is the way we look at things mentally.
2. It is our mental focus on the outside world.
3. There are two sides -- positive and negative.
4. It is an ongoing process of perception and it never remains the same.

B. What are the Advantages of a Having a Positive Attitude?

1. Triggers enthusiasm
 - Persons who become negative and depressed lose much of their energy.
 - Those who remain positive have an endless reservoir of energy.
2. Enhances creativity
 - Being positive helps the mind to think freely; ideas and solutions surface easily for us to use.
 - Negativity stifles creativity
3. Makes the most of one's personality
 - With a positive attitude, our physical demeanor is enhanced and people are drawn to us. For instance, our eyes sparkle, we smile more, take better care of our physical selves and appear more energized.
 - Attitude is expressed in the way we talk, look, walk and stand.
4. Case Study Number One - John's Plight
5. How can our attitudes impact our career success?
 - In the work environment, our attitude makes the difference.
 - Building and maintaining healthy relationships among supervisors and co-workers is the key to success in any organization.
 - A positive attitude will expand your network and people are more open to you and drawn to you.
 - Don't place a lot of emphasis on technical skills and ignore human relationships
 - Learn to separate relationships from personalities.
 - Don't become picky about a person's personality.

- Dealing with the purpose of the relationship helps accept one's personality.
- Learn to look for the best in people and you will find it.

6. Our Attitudes Need To Be Renewed Sometimes, Why?

- Environmental factors
- Financial concerns
- Personal disappointments
- Family problems
- Health problems, etc.
- Self-image problems
 - the way we look
 - how we feel about ourselves

7. Attitude Adjustment Scale (Handout)

Refer to Handouts to point out the following:

- How to Adjust Your Attitude
- Demonstrate a positive attitude toward yourself
- Be willing to learn
- Do your best on the job
- Demonstrate enthusiasm
- Be willing to grow
- Welcome challenges
- Develop a sense of humor
- Demonstrate a positive attitude toward others
- Be interested in others
- Be a good listener
- Look at the other person's point of view
- Work well with others
- How Do You Develop a Positive Attitude?
- Use good communication skills
- Be on time
- Be cheerful
- Be polite, say thank you, please, etc.
- Be helpful
- Be patient
- How to Develop a Positive Attitude on the Job
- Be dependable

- Take pride in your work
- Respect the right of others
- Be considerate of other
- Be knowledgeable
- Show enthusiasm -- smile
- Other Ways to Develop a Positive Attitude
- Believe in yourself
- Set goals for yourself
- Take a stand, believe in what is right
- Care about other people
- Improve yourself
- Live and let live

V. Timeliness

- A. Discuss the importance of being on time for work by discussing the following areas below. (Use the tips below each question to help stimulate dialog between yourself and participants.)
- B. Discuss why employers are fanatics for punctuality.
 - Workplaces are opened for business between specific hours and usually need someone to answer telephones and deal with customers.
 - Employer's profits and image may decline if employees are not on hand to take care of business at the beginning of the workday.
- C. Discuss what employers expect from workers.
 1. Workers should be ready to work at starting time
 2. To stay until quitting time
 3. To take no more time than allotted for lunch periods, coffee breaks, or other work interruptions.
 4. Late workers should telephone in as soon as possible
- D. Point out:
 1. Irregular work attendance, habitual lateness, and frequent abuse of policies on lunch or coffee break are grounds for dismissal.
 2. Some workers are not paid for time they miss when they are absent or late.
 3. Employees are expected to follow all guidelines regarding leave usage.

4. Consequences of goofing off by emphasizing that workers are expected to work during work hour.
 5. Goofing Off?
 - workers are expected to work during work hours
 - employers will refuse to put up with employees who:
 - waste time and tie up business telephone with lengthy or frequent personal calls,
 - spend much time “visiting” with co-workers, reading newspapers or magazines, when they should be working,
 - disappear from their desks or work station during the day, or find other ways to “goof off.”
- E. Use handout, “Be A Team Player,” to demonstrate how the lack of one employee’s responsibility can impact an entire organization.
- First Base
You arrive at work on time in good physical shape with a positive attitude — I am ready to make a contribution
 - Benefit
Others will not have to wait around, getting upset, while you struggle to get started.
 - Second Base
You return from your breaks and lunch on time.
You don’t interrupt the flow of work.
 - Benefit
Others are not forced to answer your telephone calls or answer questions regarding your whereabouts.
 - Third Base
You are in the scoring position because your assignments have been completed on time.
 - Benefit

Others are not held up because your part of the job is being neglected. For instance, people have to wait for you to complete Xeroxing information before it can be distributed to clients.

- Home Base
You are the type of team player others can depend on.
 - Benefit
Others can depend on you.
Because you did your part right, everyone wins.
1. Remind participants that when starting a new job, nothing is more important to their future than becoming a good team player.
 2. They have to be at the right place at the right time to make their best contribution to the total operation of the organization or team.

Baseball Model - Handout

VI. Good Performance

You will discuss good performance in two parts -- the “job contract” between employer and employee and “performance” what the employer will expect from the employee.

A. The Job Contract

1. Any employee who accepts a job has made a contract with the employer.
2. He or she has agreed to perform certain duties for a specified dollar amount and other benefits.
3. The employee will be held responsible to do the task hired to do.

B. Performance

Employers differ in their willingness to tolerate work they judge below par.

1. All federal employees are placed on performance standards.
2. Falling below performance standards may risk job.
3. Employers expect employees:
 - to take full responsibility for the work they do

- show an interest in their duties
- perform to the best of their ability
- to ask questions if they don't understand what to do.

4. Employers do not welcome employees who:
 - do slipshod work
 - show obvious lack of interest in or distaste for their jobs
 - try to wiggle out of assignments
 - act resentful or angry when given work to do
 - try to pass the buck for their mistakes

- C. Have the participants analyze the statement made by a new employee:
 “If I can get by the first month, then I can settle down and make whatever changes are necessary for outstanding career progress. Management will not expect perfection from me at the beginning.”

Ask the question: “What kind of work and learning attitude does this employee transmit?”

Suggested responses:

A “get by” attitude might prevent the employee from learning all that needs to be learned for future progress.

It could create a lower than necessary level of performance.

The intention to “settle down” after the first month might mean the employee starts off with poor work habits and sloppy performance.

The phrase “management will not expect perfection” denies that work environments have standards.

Supervisors expect new employees to reach standards step by step.

VII. Dependability

- A. Discuss the following information with participants:

1. Workers are responsible for being at work regularly, unless they are sick or have some other legitimate reason for being absent.

2. Workers who don't show up because they simply did not feel like working or had difficulty in getting out of bed do not have legitimate reasons for absence.
3. Employers expect workers, who must be absent, to notify their supervisors or co-workers as soon as possible.
4. A new worker may be instructed to telephone the workplace at or even before starting time on a day when he or she will be absent to explain the situation.
5. Workers who know in advance that they will miss work on a particular day, often are expected to let their supervisors know as far in advance as possible.
6. Workers who have to take some time off during the day for doctor's appointments, to conduct banking or legal business, must notify their supervisors or get their supervisor's permission in advance.
7. Why employers want employees on the job regularly:
 - to avoid delays or interruptions
 - important tasks may not get done if worker assigned to them is not there
 - other workers may be pressured into taking on more than their share of the work so the job can be completed

Case Study - Absenteeism

- B. Handout - Improving Your Work Habits
Point out from handout that:

1. All bad habits must be left behind and new ones need to be learned.
2. It is much easier to eliminate bad work habits at the time you begin a new job.
3. In wanting to be accepted by co-workers, do not pick up their bad habits.
4. Developing good work habits is the professional way to go.

VIII. Professionalism:

- A. Ask all participants to state what the word "professionalism" means to them. After this discussion, begin your discussion.
- B. Talking points:
- The effectiveness of your agency will depend largely upon you and the image that you project.

- You are primarily what you communicate to the people you meet and work with each day.
- You may feel that some of these people are more important than others. Everyone is important and should be treated accordingly.
- You are always on stage, remember, you may be unaware of who you are helping.
- A large part of your day may involve handling people as well as paper, equipment or other things -- you are perceived what you communicate to others.
- People redefine your image based on the one you project to them.
- “Professional” has been associated with such titles as supervisors and managers; however, you are a professional, no matter what job you have.

- C. Exercise: have participants state the type of professional skills they possess as entry level trainees and employees.

After this exercise, point out the importance of their role as support staff. Indicate that they are the “pulse” of the office. Inform them that they set the tone for the office when they answer the phones, meet persons and through their daily routines.

- D. Be A Comfortable Person to Meet

1. Transmitting a favorable image, or not, depends primarily upon your friendliness and grooming.

- You need to communicate friendliness
- Avoid behaviors that might communicate you feel “above” or “beneath” those you are joining.
- Relax, smile, and become a team member without creating any waves.
- Communicate a positive visual image by paying attention to your appearance -- look and act like a professional worker.

2. Handout - What Does Your Image Say About You?

- Before reporting to work, you will feel more confident and professional if you do the following -- Handout “Getting Ready Checklist”

Workplace Principles

CASE STUDY NUMBER ONE JOHN'S PLIGHT

Two months ago, John had a bad experience at work. His manager chewed him out because he had a mistake on one of his projects. This embarrassment caused him to now consider his job with distaste. All of a sudden, John no longer viewed his long-term career goal as possible. Although his mistake was not costly, He lost his self confidence, and as a result, his friends started avoiding him because he continued to dwell on his mistake.

Only 27 years of age and in good physical shape, John no longer looked his age. He dragged around the office all the time because of his low level of energy and appeared to be in poor physical health. His manager, Tom, had forgotten all about the mistake John had made and became very worried that John may have some terrible illness.

1. What did John do wrong in this case?
2. What advice do you have for John?

Attitude Adjustment Scale

Workplace Principles

Please rate your current attitude. Read the adjustment statement and circle the number where you feel you belong. If you circle a 10, you are saying your attitude could not be better in this area. If you circle a 1, you are saying it could not be worse in this area. Be honest!

	HIGH (Positive)										LOW Negative
1. If I were to guess, my feeling is that my boss would currently rate my attitude as a:	10	9	8	7	6	5	4	3	2	1	
2. Given the same chance, my co-workers and family would rate my attitude as:	10	9	8	7	6	5	4	3	2	1	
3. Realistically, I would rate my current attitude as a:	10	9	8	7	6	5	4	3	2	1	
4. In dealing with others, I believe my effectiveness would rate a:	10	9	8	7	6	5	4	3	2	1	
5. My current creativity level is a:	10	9	8	7	6	5	4	3	2	1	
6. If there were a meter that could gauge my sense of humor, I believe it would read close to a:	10	9	8	7	6	5	4	3	2	1	
7. My recent disposition--the patience and sensitivity I show to others--deserve a rating of:	10	9	8	7	6	5	4	3	2	1	
8. When it comes to not allowing little things to bother me, I deserve a:	10	9	8	7	6	5	4	3	2	1	
9. Based upon the number of compliments I have received lately, I deserve a:	10	9	8	7	6	5	4	3	2	1	
10. I would rate my enthusiasm toward my job and life during the past few weeks as a:	10	9	8	7	6	5	4	3	2	1	

Workplace Principles

How to Adjust Your Attitude

- ✓ DEMONSTRATE A POSITIVE ATTITUDE TOWARD YOURSELF
- ✓ BE WILLING TO LEARN
- ✓ DO YOUR BEST ON THE JOB
- ✓ DEMONSTRATE ENTHUSIASM
- ✓ BE WILLING TO GROW
- ✓ WELCOME CHALLENGES
- ✓ DEVELOP A SENSE OF HUMOR
- ✓ DEMONSTRATIVE A POSITIVE ATTITUDE TOWARD OTHERS
- ✓ BE INTERESTED IN OTHERS
- ✓ BE A GOOD LISTENER
- ✓ LOOK AT THE OTHER PERSON'S POINT OF VIEW
- ✓ WORK WELL WITH OTHERS

Workplace Principles

How Do You Develop A Positive Attitude?

- ✓ USE GOOD COMMUNICATION SKILLS
- ✓ BE ON TIME
- ✓ BE CHEERFUL
- ✓ BE POLITE, SAY THANK YOU, PLEASE, ETC.
- ✓ BE HELPFUL
- ✓ BE PATIENT

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How to Develop A Positive Attitude on the Job

- ✓ BE DEPENDABLE
- ✓ TAKE PRIDE IN YOUR WORK
- ✓ RESPECT THE RIGHT OF OTHERS
- ✓ BE CONSIDERATE OF OTHER
- ✓ BE KNOWLEDGEABLE
- ✓ SHOW ENTHUSIASM -- SMILE

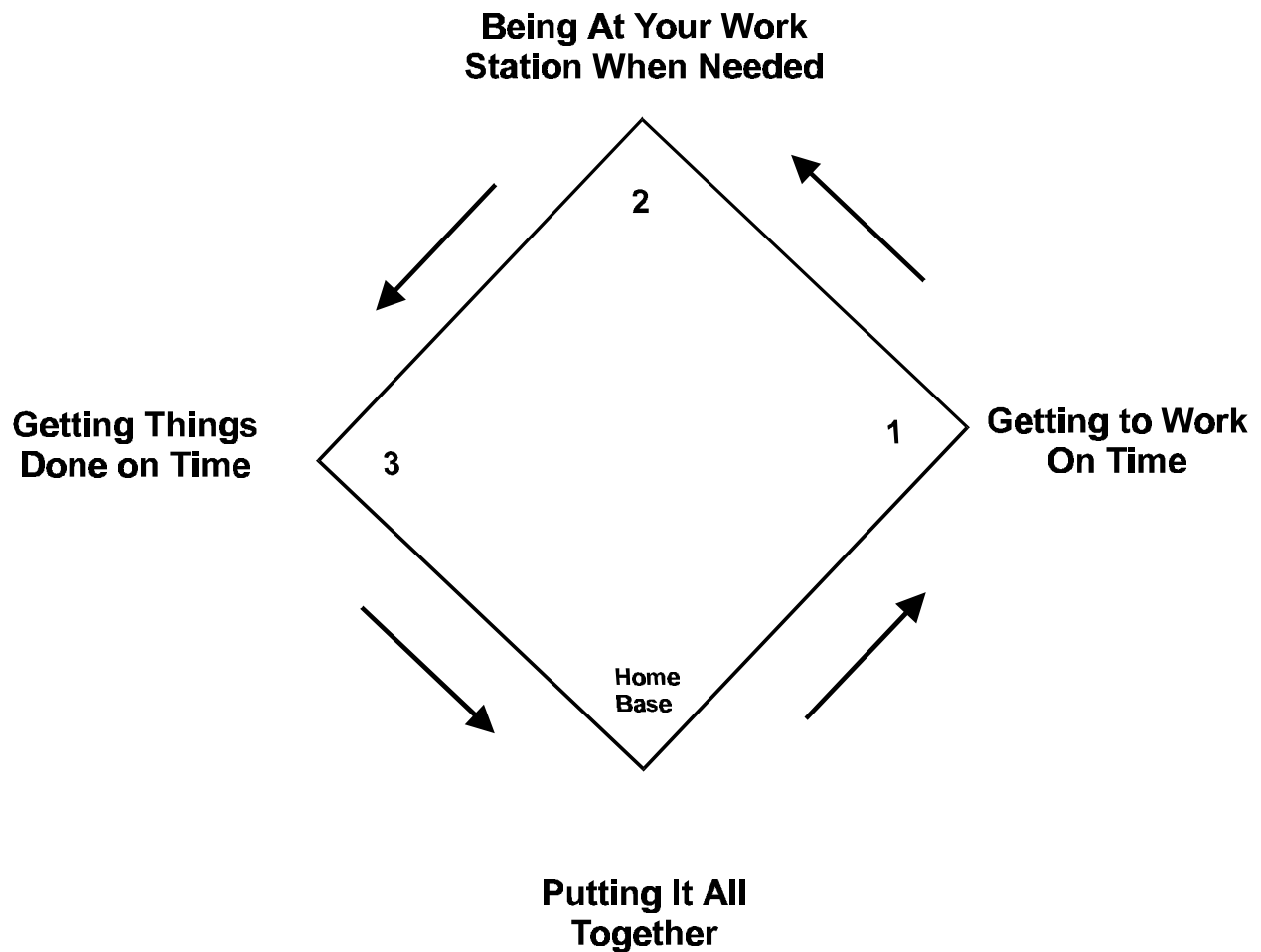
Workplace Principles

Other Ways to Develop a Positive Attitude

- ✓ BELIEVE IN YOURSELF
- ✓ SET GOALS FOR YOURSELF
- ✓ TAKE A STAND, BELIEVE IN WHAT IS RIGHT
- ✓ CARE ABOUT OTHER PEOPLE
- ✓ IMPROVE YOURSELF
- ✓ LIVE AND LET LIVE.

Workplace Principles

Be a Team Player



Workplace Principles

CASE STUDY NUMBER TWO ABSENTEEISM

After a wonderful trip to Kings Dominion over the weekend, Brenda woke up Monday morning with a high temperature and feeling miserable. It was only her third week on the new job (which she likes), but she knew she had to call in sick so adjustments could be made and others could fill in for her. Brenda also called in sick Tuesday and Wednesday. Feeling as if she may be creating a problem for herself if she missed any more days, she went to work Thursday and struggled through until the weekend.

When she reported to work on the next Monday (feeling much better), everyone, including her supervisor, was friendly and sympathetic. Brenda felt relaxed from the way everyone was treating her, and she never thought to thank everyone for helping her out while she was sick. Instead, she began to talk about the fun she had on her trip to Kings Dominion. No one said anything to her, but Brenda began to realize that her co-workers began to distance themselves from her and they seemed less eager to help her with her work, even her supervisor appeared to be more demanding as well.

1. Do you think Brenda's absenteeism damaged her career?
2. Why and where has the damage occurred?
3. Can she repair the damage? How?

Workplace Principles

IMPROVING YOUR WORK HABITS

Below are some bad work habits, check those you want to avoid.

- ☐ Keeping a messy desk or work station
- ☐ Turning in a poorly typewritten report.
- ☐ Doing a poor job of personal time management.
- ☐ Not being well groomed.
- ☐ Making or receiving too many personal telephone calls.
- ☐ Presenting a negative attitude to others when you really feel positive inside.
- ☐ Not taking good care of company equipment.
- ☐ Being late for work or for appointments.
- ☐ Making promises that you cannot keep.
- ☐ Putting quantity ahead of quality.

Workplace Principles

WHAT DOES YOUR IMAGE SAY ABOUT YOU?

Rate yourself in each area by circling the appropriate number. Five means no improvement is needed and a three or below means improvement is needed.

		High				Low
1.	Is your hairstyle neat and clean?	5	4	3	2	1
2.	How is your personal hygiene -- are your nails clean, teeth brushed?	5	4	3	2	1
3.	How is the appearance of your clothes -- cleaned, pressed?	5	4	3	2	1
4.	Are your shoes appropriately cleaned and polished?	5	4	3	2	1
5.	Are your clothes appropriate for work?	5	4	3	2	1
6.	Do you dressed too casual?	5	4	3	2	1
7.	Are your accessories on the "wild side?"	5	4	3	2	1
8.	Have you looked into a full-length mirror today?	5	4	3	2	1
9.	Do your clothes say -- I really want this job?	5	4	3	2	1

Workplace Principles

GETTING READY CHECKLIST

- ☐ Have a pocket notebook where you can write down special instructions, directions, and names you need to remember.
- ☐ Make certain you have transportation. Have you had your car checked recently? Do you know the correct bus schedule?
- ☐ Decide on the best route in order to avoid traffic problems and frustrations. Have you made parking arrangements ahead of time?
- ☐ If you have a small child, work out the details of your child care arrangements. Do you have a backup solution? Will your arrangements allow you to give full concentration to your job?
- ☐ If you have older children, will they be fully instructed on how to take care of themselves without calling you on the job except in emergencies?
- ☐ Cut back on outside commitments during your first thirty days. Would a weekend ski or cycling trip drain you for Monday morning? Many new employees overextend themselves and miss a day of work when it counts the most.
- ☐ Work out your wardrobe for the first week to present your best image.
- ☐ Have a regular exercise schedule in place.
- ☐ Take care of needed dental, medical, or other professional appointments ahead of time.

Through advanced planning, professional people avoid asking for time away from their jobs.